



Arkansas Department of Human Services
Division of Youth Services

Policy No. 700.1 **Pages:** 3 **Manual:** Finance and Administration

SUBJECT: Information Technology Procurement **EFFECTIVE DATE:** May 17, 2005

CHAPTER: 700 – Information Management & Systems **ATTACHMENTS:**

REFERENCE: DHS Policy 1022, **AUTHORIZED BY:** J. Kenneth Hales
Arkansas Code Annotated 19-11-1101; 1102

I. POLICY:

The purchase of technology equipment and software by the Arkansas Department of Human Services (DHS), Division of Youth Services (DYS) will be done efficiently and in compliance with DHS Policy and Administrative Procedure, Department of Finance and Administration Procedure and applicable federal and state law.

II. APPLICATION:

III. DEFINITIONS:

- A. Hardware: Desktop and laptop computer equipment, other electronic data processing equipment and peripherals, and all devices attached to the state network. This applies to leased or purchased hardware. In addition to the main computer components (CPUs and monitors) the term “hardware” includes all accessories such as a computer mouse and keyboard.
- B. Communications Hardware: All information transmission and switching equipment, and all devices attached to the state network. This applies to leased or purchased communications hardware. Excluded for the purposes of this policy are telephones, cell phones, pagers and similar mobile devices.
- C. Open Market Software: All information technology applications and system architectures acquired from sources outside DHS.
- D. Internally Developed Applications: All software applications developed by DHS employees and not acquired through contract or state purchasing procedures. Provisions of this policy apply explicitly to those applications developed for multi-user environments.
- E. Internally Developed Web Based Applications: All web-based applications developed by DHS employees and not acquired through contract or state purchasing procedures. For the purposes of this policy, a web-based application is defined as any file, or collection of files, created for live internet/intranet functionality beyond the simple posting of content.

- F. Software Produced by Contracted Vendor: All software applications and system architectures developed by a vendor under the terms of an approved contract.

IV. PROCEDURES:

- A. All Information Technology (IT) procurements must be covered by the Division's Information Technology Plan (ITP).

1. If an IT product is needed and is already covered by the Division's ITP then Section B through E are to be followed.
2. If a needed IT product is not covered by the ITP then an approved waiver is required prior to proceeding with the procurement process.
 - a. Information needed for waiver request:
 - (1) Item/service requested
 - (2) Model number, if possible
 - (3) Any special specifications
 - (4) Number of units needed
 - (5) Cost Center and Internal Order of purchasing unit
 - (6) Copy of catalogue page, magazine page, web page, or other resource document used in making the decision to purchase the item specified
 - b. The systems and application specialist will coordinate the waiver process:
 - (1) Completes a waiver request form
 - (2) Transmits the completed waiver request form to the Office of Systems Technology (OST) and provides clarification to OST
 - (3) Waiver request approval/disapproval
 - (a) If approved, the Division's systems unit begins the normal IT procurement process
 - (b) If disapproved, the Division's systems unit will notify the unit supervisor for the unit initiating the request that the waiver was not approved

- B. Professional and consulting services not available through the DHS IT contractor.

1. These services will be procured using the DHS Request for Proposal Process.
2. Systems administrator will coordinate the process.

- C. Hardware, communications equipment, IT technical services, other IT equipment, and open market Software.

1. Requests will be made for these items/services to the systems and applications specialist and should include all requested information noted in Item A.2.a.
2. The systems and applications specialist completes the following purchase process:
 - a. Obtains OST approval, for items not currently in the Division's ITP.
 - b. Prepares a purchase requisition.
 - c. Obtains signature from requesting manager/supervisor.

- d. Determines need for inventory number.
- e. Enters a purchase requisition into Arkansas Administrative Statewide Information System (AASIS).
- f. Coordinates with OST throughout the purchase process, as required.
- g. Receives the item/service in AASIS.
- h. Applies the inventory number to the item (if required) and then delivers the purchased item to the requesting unit.

D. Maintenance Agreements

1. The purchase of maintenance agreements are excluded by law from the normal procurement process.
2. DYS will make every effort to obtain the most competitive price for the following services.
 - a. Use of Office of State Procurement for large contracts (\$25,000+).
 - b. Development of competitive bids (\$5,000 - \$24,999).
3. DYS systems unit manager will coordinate all activities concerning maintenance agreements.

E. Repairs

1. Electronic Surveillance System:
 - a. The Division will maintain warranties and/or maintenance agreements on electronic surveillance system items and will use warranties and maintenance agreements for repair whenever possible.
 - b. For electronic surveillance system equipment that is not covered by an existing warranty or maintenance agreement, the regular procurement processes will be used to contract for necessary repairs.
 - c. The DYS systems unit manager will coordinate all repair requests.
2. Completion of repairs to other equipment and technologies:
 - a. The Division will maintain warranties and/or maintenance agreements on all other hardware items and will use warranties and maintenance agreements for repair whenever possible.
 - b. For technology equipment that is not covered by an existing warranty or maintenance agreement, the regular procurement process will be used to contract for necessary repairs.
 - c. The DYS systems unit manager will coordinate all repair requests.